
Overview

This standard is about contributing to maintaining working relationships in mail services, and includes working with other staff, customers and delivery partners.

It is important that you respond to requests from staff and customers and provide information to assist them. You will need to develop and maintain effective working relationships. The role requires that you work within the limits of your own responsibilities and report any problems with working relationships to your immediate manager.

This standard covers working in all mail service environments, including Royal Mail, and is aimed at operatives involved in mail services at all levels.

Performance criteria

You must be able to:

1. comply with the relevant health and safety and bio-security requirements and follow organisational procedures at all times when working in mail services
2. respect the diversity of rights and beliefs of all staff, customers and delivery partners in mail services, including those working directly for, or contracted by, the organisation
3. provide assistance to others within agreed timescales, contract requirements and your own role and responsibilities
4. provide the correct information to staff, customers and delivery partners following organisational procedures
5. communicate with staff, customers and delivery partners in a way that maintains service and contract relationships
6. contribute to business and quality improvement initiatives
7. maintain working relationships and represent the organisation, following organisational requirements for appearance and behaviour
8. complete work activities within your own job role and seek assistance for activities outside your responsibility
9. provide assistance to colleagues during staff training and development activities
10. identify and respond to issues that occur with your work activities and seek assistance where required
11. report and record all issues in the relevant information and recording system, in accordance with organisational procedures, and following all relevant data and information security regulations relating to staff, customers and delivery partners

Knowledge and understanding

You need to know and understand:

1. the relevant industry and organisational health and safety and bio-security requirements when working in mail services, and your responsibilities for yourself and others
2. the relevant organisational procedures for the mail service activities being carried out
3. the relevant legislation and organisational policies relating to diversity in the workplace
4. the types of requests made by other staff, customers and delivery partners
5. the type of assistance and information that can be provided to other staff, customers and delivery partners
6. the factors that affect working relationships in your job role
7. the organisational procedures for how to communicate with other staff, customers and delivery partners
8. the organisational requirements for appearance and behaviour, including the dress codes
9. how to contribute to business and quality improvement initiatives within your organisation
10. how to contact staff, customers and delivery partners
11. the consequences of working beyond your own level of competence
12. the training and development opportunities provided by the organisation
13. the types of issues that can be encountered with working relationships in mail services and how to deal with them
14. the relevant organisational policies on confidentiality and data protection legislation
15. the information and recording systems used by the organisation and the requirements for maintaining records

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Contribute to maintaining working relationships in mail services



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